

Business Phone Line



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **Business Phone Line Connections**.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid landline service. It gives you access to our network, a phone number, and lets you make and receive calls from your landline to other landlines and mobile phones

To receive this plan, you must have your Long Distance calls with us for the duration that we provide you this service.

MINIMUM TERM

No Minimum term contract

What's Included and Excluded?

Your monthly access fee provides access to the service, but excludes all calls.

Call charges will be charged at the agreed rates supplied by our value analysis proposal

Information about pricing.

Your minimum monthly charge is **\$39.95. (Line Rental)**

Calls are charged in per second increments.

CALLS TO INTERNATIONAL NUMBERS

Different rates apply to call international numbers. Calls are charged per minute block. For all international call rates, see www.yourlocaltelecom.com

CONNECTION CHARGES

A connection fee may apply to connect your business phone service if the service.

- Existing telephone line without a technician visit \$72.57
- Existing telephone line with a technician visit \$153.75
- New telephone line connection \$367.77 with a technician visit and cabling work

EARLY TERMINATION

No early termination fee

Other Information

CONNECTION TIMEFRAMES

Once we've accepted your application, we'll try to connect your business phone service on the date you ask for, but this might not always be possible.

If there has been a previous working business phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within two working days of your request. If this isn't possible, then we aim to connect your service within five to 15 working days, depending on your location.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

WE'RE HERE TO HELP

If you have any questions, just call us on **1300 767 643** so we can serve you better. Or you can visit us at www.yourlocaltelecom.com for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.yourlocaltelecom.com

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

All prices Inc GST

 **1300 767 643**

 **sales@yourlocaltelecom.com.au**

 **www.yourlocaltelecom.com**

 **Your Local Telecom**